

Dear Valued Customers,

Effective Wednesday, April 6, eKEY Basic for Android customers can download an important software update from the Google Android Market. This new version (1.0.1) addresses a range of syncing issues that are specific to eKEY Basic for Android devices. In particular, users should no longer encounter **9BFF** and **9B03** errors when eKEY attempts to update.

Agents can get the eKEY update in one of two ways:

- 1.) From their phone they will see an “update” icon that is shown when any installed application has a pending update. Users can simply drag down the alert and select the option to install updates. From there, eKEY will show up as an application that has an update available for download.
- 2.) From their phone, users visit the **Market** from their Android phone. Select **Menu > My Apps** to see a list of applications installed on the device. The eKEY application will show that an update is available. Users may then tap the eKEY update to begin the download and installation.

Both methods preserve all user settings and does not require a new authorization code.

Thank you for your continued business!

Supra Support Team